

Clinical Application Coordinator 3

Tennessee Department of Health, Division of Health Licensure and Regulation

Salary Range: \$7,047 - \$12,685

The Tennessee Department of Health's (TDH) Division of Health Licensure and Regulation (DHLR) is seeking a Clinical Application Coordinator (CAC) 3. This executive service position reports directly to the Assistant Commissioner and is the supervisor of the Application Support Team. This position oversees TDH's Licensing and Regulatory System (LARS), by working closely with administrative staff, program area staff, outside vendors, and other state departments. This position will serve as application owner for both DHLR and the Division of Environmental Health.

For the Division of Health Licensure and Regulation, LARS is the public health central database and repository for licensing, regulatory and tracking over 300,000 licensed health professionals in the state, along with licensed health care facilities. The system supports the public health regulatory work of 34 boards, councils, and committees. It houses investigation and enforcement data as well as links to the controlled substance monitoring database, which is the public health tool for analyzing prescribing and dispensing practices in Tennessee to support proactive risk modeling to better inform health practitioners of patients at risk of overdose and death as well as serving as the primary tool to discipline practitioners whose prescribing practices fall below the acceptable standards of practice and are contributing to the opioid abuse epidemic in the state. The Division of Environmental Health (EH) regulates, by permitting and inspecting, food service establishments, public swimming pools, hotels and motels, bed and breakfast establishments, organized campgrounds, tattoo parlors and body piercing studios. LARS is the public health central database and repository for this work.

Responsibilities include:

- Responsible for performance evaluation and performance coaching for a team of 3.
- Provide excellent customer service to internal and external customers and staff.
- Translate rules and regulations of licensing information between administrative staff, program area staff, Information Technology (IT), and others.
- Assist administrative staff and program area staff by troubleshooting user issues.
- Assist administrative staff, program area staff, and others in identifying the following areas: new functionality requirements to the LARS application for modifications or enhancements and assure effective and efficient licensing process workflows.
- Define the business requirements and discuss with subject matter experts (SME) as needed and work closely with IT in preparing the business analysis package for software changes.
- Serve as the IT point of contact for the LARS and Versa Online (VO) applications.
- Design/develop new or modified solutions to support program areas and information management.

- Define/design ad-hoc reports for program areas and public requests to meet ongoing specific needs.
- Use Crystal Reporting software, Toad and ServiceNow. Have knowledge/expertise with the Oracle database elements in order to provide customized data reporting and to help identify application related problems.
- Institute configuration changes as needed to correct the problem or produce the expected results.
- Participate as a member of the Application Support Team by evaluating new or modified licensing solutions to support program areas, administrative staff and outside vendors.
- Participate in deciding the methods, context, default values, assumptions, and sequence of capturing online information for LARS; in developing operational processes for selected solutions; and in collaborating in the process to update licensing and investigative Process Improvement and Change Management Standards.
- Coordinate the installation of software changes with Testing Group in the business area and IT for modifications, enhancements, and deployment of new portions of VO with minimal disruption to program areas.
- Serve as liaison between program areas, Information Technology (IT) and outside vendors.

Education and Experience:

Bachelor Degree in public health, health services, health informatics, health care administration, or a related field with a foundation in systems design, analysis, and evaluation OR a high school diploma or equivalent with twelve (12) years' experience in a health information related field or an information technology services field.

Interested applicants should submit a resume and cover letter to:

Vanessia London, Human Resource Analyst 3
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 Division of Health Licensure and Regulation
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